



State Agency Commute Trip Reduction Program Sample Program Outline for Nonaffected Agencies

Successful Commute Trip Reduction (CTR) programs have the support and commitment of upper management and include program elements that will work for each worksite's employees. The following information is intended to help you write a CTR program for your agency. ***A sample outline begins on page 3.***

A summary of your CTR program should be distributed to all agency employees, so they know what commute options are available to them.

If you have any questions or need assistance, please call Michael Van Gelder at (360) 902-7381 or Joan Cullen at (360) 902-7318 at the Department of General Administration's State Agency Commute Trip Reduction Program.

Requirements: RCW 70.94.531 describes the mandatory elements of CTR programs for **affected employers**. Nonaffected agencies/worksites should include the following as basic elements of their programs:

#1 Designation of a CTR Coordinator:

Commute trip reduction coordinator (CTRC). Each agency should appoint one CTRC, with the following duties:

- ✓ primary contact person with the Department of General Administration (GA)
- ✓ responsible for the overall development of the agency's CTR program
- ✓ oversees the implementation of the CTR program
- ✓ responsible for the administration of the program

Employee transportation coordinator (ETC). Each worksite should appoint one ETC, with the following duties:

- ✓ administers worksite's CTR program
- ✓ coordinator for worksite's guaranteed ride home program
- ✓ reports worksite information to agency CTRC

*Display the CTRC/ETC's name, location, and telephone number in a prominent location at each participating worksite. **NOTE: The CTRC may also serve as ETC. An ETC may be responsible for more than one worksite.***

#2 Distribution of Information:

Agencies should regularly distribute commute trip reduction information to their employees.

- ✓ Distribution should be done at least once a year; quarterly is preferred.
- ✓ Distribution should include information about alternatives to single-occupant vehicle commuting.

- ✓ Agency programs should describe how the information will be distributed, the methods that will be used, and the frequency of the distribution.
- ✓ Agencies should include information about their CTR program in their new employee orientation packets and/or through their orientation processes.

#3 CTR Program Documentation:

Initial Report: Agencies not affected by the CTR law that choose to participate in the state's CTR program must submit a *Nonaffected State Agency Commute Trip Reduction Initial Report*. The initial report should include a copy of the agency's CTR policy (signed by the agency director), copies of CTR program element policies (such as telecommuting, flextime, and compressed work week), and a copy of the agency's CTR program (see sample format that follows).

Employee Survey: Affected agencies and worksites are required to survey their employees every two years. Arrangements can also be made for nonaffected worksites to survey their employees. The survey results are compiled by the University of Washington. Each worksite receives a *Survey Report*, including the following:

- Number and percentage of commute trips, by mode of transportation (drove alone, carpool, vanpool, bus, bike, walk, etc.)
- Reasons for driving alone: number and percentage of employees that cite each reason (saves time, no one to share ride, etc.)
- Answers to "How likely would you be to use alternative commute modes if . . .": number and percentage of employees that cite each reason (immediate ride home in case of emergency, improved access to transit, etc.)

The *Survey Report* provides data that:

- Measures the effectiveness of your CTR program
- Identifies program elements that may enhance or improve your CTR Program

Annual Review: Although the employee survey results provide a good way to measure the effectiveness of your CTR program, the survey is only performed once per biennium. Agencies should also develop a process to annually review the effectiveness of their CTR program.

#4 Program Elements:

Because of the diversity in the locations of state agencies, no one program can be designed that will meet the needs of all state worksites. The specific combination of program elements for each worksite will depend on many factors, such as the goals of the CTR zone for each worksite, the type of work force, the geographic location, and the transportation systems that are available. Your agency's overall CTR program should describe the program elements that are available to all the agency's employees. (See *Attachment A for detailed descriptions of various CTR program elements.*)

Sample Outline for Commute Trip Reduction Program:

Section 1: Commute Trip Reduction Introduction

Include a brief description of commute trip reduction. For example, the introduction to the *State Government Commute Trip Reduction Plan; Guidelines for Worksite Programs* states:

Washington State's Commute Trip Reduction Law was adopted by the 1991 Legislature and incorporated into the Washington Clean Air Act as RCW 70.94.521 - 551. Its intent is to improve air quality, reduce traffic congestion, and reduce the consumption of petroleum fuels through employer-based programs that encourage the use of alternatives to the single occupant vehicle (SOV) for the commute trip.

Section 2: Statement of Management Support and Commitment

Indicate the agency's commitment to commute trip reduction, including:

❖ **CTR mission statement.** Example:

"To identify and establish commute alternatives and policies that will reduce employee single occupant vehicle use and vehicle miles traveled to and from work."

❖ **CTR policy statement.** Examples:

"To aggressively develop, support, and promote programs to reduce commute trips and vehicle miles traveled by employees, and encourage use of alternatives to the single occupant vehicle for trips to and from work."

"Agency offices which are collocated with other state agencies who are required to develop CTR programs will cooperate with such agencies and participate in their programs."

"To promote and provide a positive climate for commute trip reduction elements and support activities such as carpooling, vanpooling, pedestrian and bicycle commuting, employee subsidies and incentives, public transit, telecommuting, commuter ridematching, guaranteed ride home, and alternative and flexible work schedules."

❖ **Director's signature**

Section 3: Commute Trip Reduction Coordinator (CTRC) and Employee Transportation Coordinator (ETC)

Include the names, addresses, and phone numbers of the agency's Commute Trip Reduction Coordinator and Employee Transportation Coordinators. (*NOTE: The CTRC may also serve as ETC. An ETC may be responsible for more than one worksite*). Encourage employees to contact the CTRC/ETC for more information. Indicate where the CTRC's name, location, and telephone number are displayed. *See #1 on page one.*

Section 4: Agency Overview

Overview of agency, including major type of business, total number of employees, and total number of worksites.

Section 5: Commute Trip Reduction Committee

Describe the agency's CTR Committee and its mission, including:

- ❖ Purpose of the committee
- ❖ Timeline - does the committee meet on a regular basis?
- ❖ Membership - you may want to recognize committee members by listing names of participants.

Important Reminder: If there are any represented employees in the agency, remember to include members of bargaining units on your CTR committee.

Section 6: Commute Trip Reduction Program Overview

List program elements that are available to the agency's employees, including a brief description of each element. (See *Attachment A* for a list of possible program elements and a description of each element.) **See #4 on page two.**

Section 7: Employee Education and Promotion

Indicate how the agency plans to educate employees and promote the CTR program. **See #2 on page one.** Some ideas:

- ❖ *Commuter Information Center (CIC)* -- containing transit/shuttle information, vanpool availability information, and other transportation information important to employees. CICs may be available from local transit agencies.
- ❖ *Newsletter* -- containing information about current commute issues, parking policies, transportation fairs, promotional events, and CTR updates.
- ❖ *Transportation fairs* -- provide transit and ridematching information to employees by scheduling transportation fairs with local transit agencies.
- ❖ *New employee orientation packets* -- include information about commute trip reduction and alternative modes of transportation.
- ❖ *Fliers and posters*
- ❖ *Promotional events* -- plan special promotional events or participate in CTR events, such as the Washington State Ridesharing Organization Rideshare Week.

Section 8: *Monitoring and Reporting*

Indicate how the agency will monitor and report its CTR program. *See #3 on page two.* Some examples:

- ❖ *Surveys* -- employees are asked to track their commute modes for a specified period (e.g., two weeks). Formal surveys were conducted in 1995 and 1997, and will again be conducted in 1999, 2001, 2003, and 2005. *See #3 on page two.*
- ❖ *Guaranteed Ride Home* -- keep records of usage.
- ❖ *CTR Policies* -- send copies of policies for CTR program elements (as they are developed) to GA's State Agency CTR Program.

Section 9: *Worksite Information*

List each worksite and include the following information for each worksite:

- ❖ Physical address of each participating worksite.
- ❖ Name, address, and phone number of the agency's Commute Trip Reduction Coordinator (CTRC) and/or the worksite's Employee Transportation Coordinator (ETC). One ETC may oversee several worksites. *See #1 on page one.*
- ❖ General site description, including type of business, number of buildings, etc.
- ❖ Site transportation characteristics/services, including main arterials in the vicinity, distance to bus stops, ferry terminals, bike lanes, sidewalks, restaurants and shopping; whether bicycles or fleet cars are available for employee use; parking availability and costs, and any parking problems.
- ❖ Employee information, such as number of full-time and/or affected employees, and a brief description of major occupation categories. Does or could the employee mix affect commute trip reduction? If so, please describe.
- ❖ Possible barriers to meeting the CTR goals, such as collective bargaining; employees need personal vehicles for work; employees are on-call or work multiple or rotating shifts; employees report to one site and work at another; etc.

Using the above information, determine which CTR program elements will work best at *each worksite*. **For each worksite**, list CTR program elements that are available to the employees. If available, include information distribution and promotional events. *See #4 on page two.*